

FIG. 1

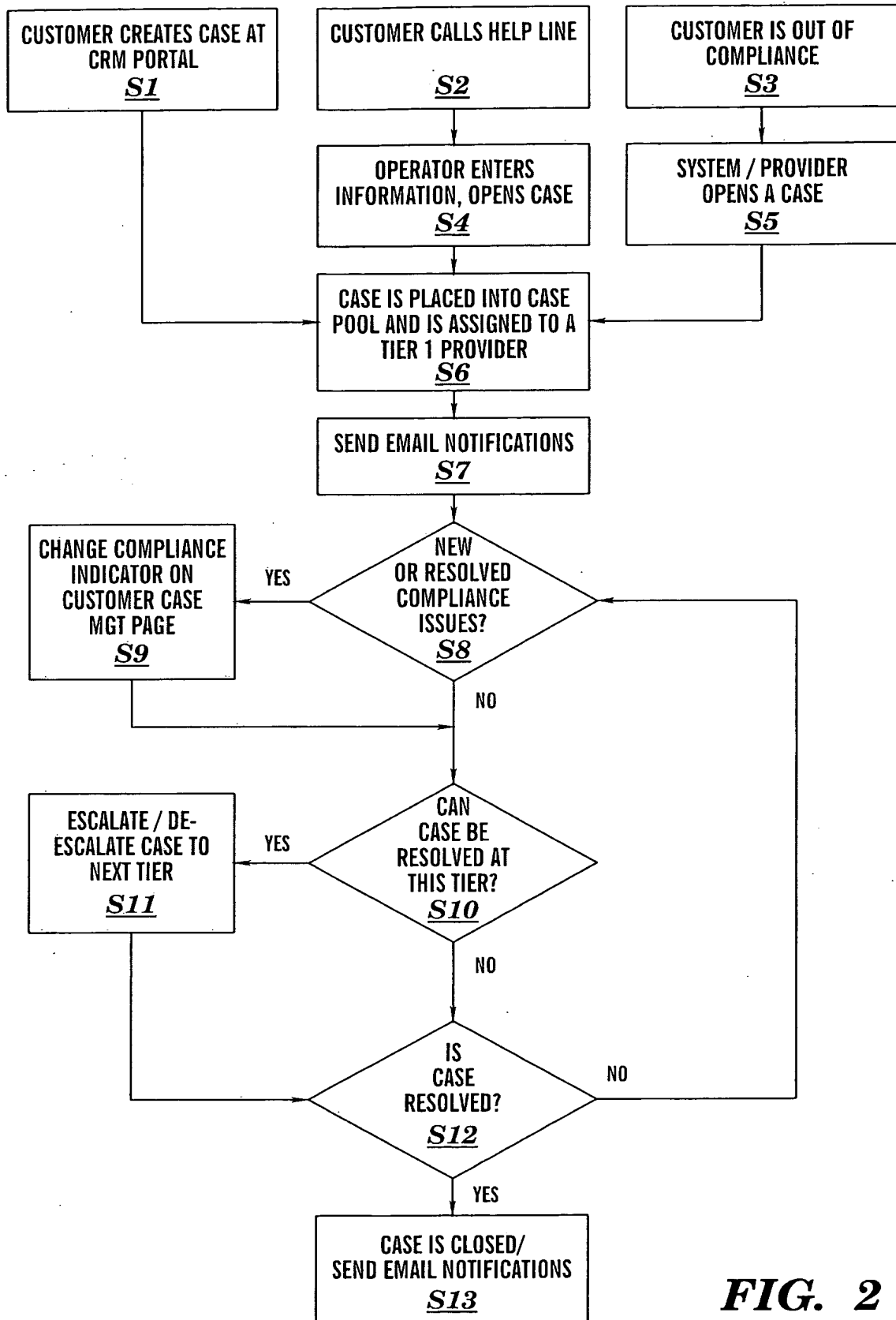


FIG. 2

HOME	PROGRAMS	RESOURCES	ABOUT AUAO	
NEW CASE #		007	25	
1	FIRST NAME	POPULATED FROM t_users TABLE	MIDDLE NAME	POPULATED FROM t_users TABLE
	LAST NAME	POPULATED FROM t_users TABLE	SOCIAL SECURITY NUMBER	POPULATED FROM t_users TABLE
	CAMPUS (COURSE IS BEING TAKEN)	USER ENTERS DATA		
	2	COURSE DESCRIPTION	USER ENTERS DATA	USER ENTERS DATA
		SUBJECT: (E.G. ENG, MTH, REL, ETC) COURSE #: (E.G. 1301, 101, 4521)		
	COURSE START DATE	USER ENTERS DATA	COURSE END DATE	USER ENTERS DATA
	INSTRUCTOR		USER ENTERS DATA	
	3	RISK LEVEL	USER SELECTS DATA FROM DROP DOWN MENU	
		CASE CATEGORY	USER SELECTS DATA FROM DROP DOWN MENU	
	CASE DETAILS			
USER ENTERS DATA				
ACTIONS TAKEN				
USER ENTERS DATA				
4	RECOMMENDATIONS			
	USER ENTERS DATA			
SUBMIT CANCEL				

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FIG. 3

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HOME	PROGRAMS	RESOURCES	ABOUT AUAO
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CRM SEARCH RESULTS

RESOURCES ACES LINKS TUTORIALS TRAINING ELIGIBILITY CHECKLIST ACES INFORMATION ASSET MANAGEMENT IMPORTANT FORMS FAQS RELS DESK CAREER OPTIONS	<p style="text-align: center;">SEARCH RESULTS FOR ARRON EVERETT SMITH:</p> <table style="width: 100%;"> <tr> <td style="width: 40%;">CUSTOMER TYPE:</td> <td style="width: 60%;">STUDENT <input checked="" type="checkbox"/></td> </tr> <tr> <td>CUSTOMER NAME</td> <td>AARON EVERETT SMITH</td> </tr> <tr> <td>SOCIAL SECURITY NUMBER</td> <td>445021430</td> </tr> <tr> <td>EMAIL</td> <td>aaron.smith017@earmyu.com</td> </tr> <tr> <td>MAILING ADDRESS</td> <td>1967-C XYZ CIRCLE</td> </tr> <tr> <td>CITY</td> <td>WAHLAWA</td> </tr> <tr> <td>STATE</td> <td>HAWAII</td> </tr> <tr> <td>ZIP</td> <td>96780</td> </tr> <tr> <td>COUNTRY</td> <td>USA</td> </tr> <tr> <td>PHONE</td> <td>8086240699</td> </tr> <tr> <td>INSTALLATION</td> <td>SCHOFIELD BARRACKS</td> </tr> <tr> <td>INSTALLATION MAJOR SUB UNIT</td> <td></td> </tr> <tr> <td>SERVICE BRANCH</td> <td>ARMY ENLISTED</td> </tr> <tr> <td>CURRENT INSTALLATION</td> <td>SCHOFIELD BARRACKS</td> </tr> <tr> <td>BASD</td> <td>3/19/96</td> </tr> <tr> <td>PERD</td> <td>1/8/92</td> </tr> <tr> <td>EXPECTED SEPARATION DATE</td> <td>2/16/04</td> </tr> </table> <div style="text-align: right; margin-top: 10px;">1</div> <div style="text-align: right; margin-top: 10px;">32</div> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 40%;">STUDENT STATUS</td> <td style="width: 60%;">PROSPECTIVE STUDENT - NOT ENROLLED IN AUAO</td> </tr> <tr> <td>ACTIVE?</td> <td>TRUE</td> </tr> </table> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 40%;">ALTERNATE PHONE 1:</td> <td style="width: 20%;">888-645-0877</td> <td style="width: 20%;">ALTERNATE PHONE 2:</td> <td style="width: 20%;">888-645-0872</td> </tr> </table> <p style="margin-top: 10px;">PROSPECTIVE STUDENT - NO STUDENT AGREEMENT</p> <p style="margin-top: 10px;">NO STUDENT AGREEMENT UPLOADED</p> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-top: 10px;"> RIGHT TRACK DISPLAY </div> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 40%;">12 SEMESTER HOURS PROGRESS:</td> <td style="width: 10%;">2</td> <td style="width: 10%; text-align: center;">✖</td> <td style="width: 10%; text-align: center;">✖</td> <td style="width: 10%; text-align: center;">✖</td> <td style="width: 10%; text-align: center;">✖</td> <td style="width: 10%; text-align: center;">✖</td> <td style="width: 10%; text-align: center;">✖</td> </tr> <tr> <td>AT RISK IN CURRENT COURSE(S):</td> <td>3</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </table> <div style="text-align: center; border: 1px solid black; padding: 5px; margin-top: 10px;"> HELP DESK CASE SUMMARY </div> <p style="margin-top: 10px;">CURRENT CASE(S) OPEN:</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 25%; text-align: center;"><u>CASE CATEGORY:</u></td> <td style="width: 25%; text-align: center;"><u>CASE NUMBER:</u></td> <td style="width: 25%; text-align: center;"><u>DATE OPENED:</u></td> <td style="width: 25%; text-align: center;"><u>LAST UPDATED:</u></td> </tr> </table> <p style="margin-top: 10px;">CLOSED CASES :</p> <table style="width: 100%; margin-top: 10px;"> <tr> <td style="width: 25%; text-align: center;"><u>CASE CATEGORY:</u></td> <td style="width: 25%; text-align: center;"><u>CASE NUMBER:</u></td> <td style="width: 25%; text-align: center;"><u>DATE OPENED:</u></td> <td style="width: 25%; text-align: center;"><u>DATE CLOSED:</u></td> </tr> </table> <div style="text-align: right; margin-top: 10px;">36</div> <div style="text-align: right; margin-top: 10px;">38</div> <div style="text-align: right; margin-top: 10px;">40</div>	CUSTOMER TYPE:	STUDENT <input checked="" type="checkbox"/>	CUSTOMER NAME	AARON EVERETT SMITH	SOCIAL SECURITY NUMBER	445021430	EMAIL	aaron.smith017@earmyu.com	MAILING ADDRESS	1967-C XYZ CIRCLE	CITY	WAHLAWA	STATE	HAWAII	ZIP	96780	COUNTRY	USA	PHONE	8086240699	INSTALLATION	SCHOFIELD BARRACKS	INSTALLATION MAJOR SUB UNIT		SERVICE BRANCH	ARMY ENLISTED	CURRENT INSTALLATION	SCHOFIELD BARRACKS	BASD	3/19/96	PERD	1/8/92	EXPECTED SEPARATION DATE	2/16/04	STUDENT STATUS	PROSPECTIVE STUDENT - NOT ENROLLED IN AUAO	ACTIVE?	TRUE	ALTERNATE PHONE 1:	888-645-0877	ALTERNATE PHONE 2:	888-645-0872	12 SEMESTER HOURS PROGRESS:	2	✖	✖	✖	✖	✖	✖	AT RISK IN CURRENT COURSE(S):	3							<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>LAST UPDATED:</u>	<u>CASE CATEGORY:</u>	<u>CASE NUMBER:</u>	<u>DATE OPENED:</u>	<u>DATE CLOSED:</u>
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FIG. 4

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CASE SUMMARY

DATE/TIME OPENED: 6/17/2002

OPENED BY: ED_Partner001

CASE CATEGORY:

ABSENTEEISM ☒

CASE DETAILS:

STUDENT MISSED FIRST WEEK OF CLASS.

ENTERED BY: ED_Partner001

DATE 6/17/2002

STUDENT MISSED MID-TERM

ED_Partner001

7/1/2002

CASE DETAILS:

ENTER NEW CASE DETAILS HERE.

ACTIONS TAKEN

INSTRUCTOR ATTEMPTED TO CONTACT STUDENT VIA EMAIL

ENTERED BY ED_Partner001

DATE 6/20/2002

2

ESCALATED CASE TO LEVEL 3 RISK

ED_Partner001

7/1/2002

ACTIONS TAKEN:

ENTER NEW ACTIONS TAKEN HERE.

RECOMMENDATIONS:

ENTER NEW RECOMMENDATIONS HERE.

SUBMIT

CANCEL

44 ←

46 ←

48 ←

50 ←

FIG. 5